



NEW JERSEY
AMERICAN WATER

WE KEEP LIFE FLOWING®



Our customers are at the center of everything we do. We never forget that at the end of every water pipe there's a family depending on us to provide this important service.

Mark McDonough
President
New Jersey American Water

FOR MORE INFORMATION

For more information, or to see if you qualify for these programs, contact New Jersey American Water's program administrator, SHARES, toll-free, at:

SHARES

1-877-652-9426

(1-877-NJAWH2O)

www.sharesnation.org



H2O HELP TO OTHERS™

We want to help keep life flowing to our customers. One way we do this is through our customer assistance programs. If you're experiencing financial hardship, please reach out to us. We may be able to assist.

New Jersey American Water assists customers who qualify through its H2O Help to Others Program™. Here's an overview of the programs we offer customers who qualify.

FINANCIAL ASSISTANCE

Grants: Customers who qualify may receive a grant of up to \$500 to help pay their water and/or wastewater bill. To qualify for this program, customers must be at or below 300% of the Federal Poverty Income Guidelines (FPIG). NOTE: Grants are available to qualifying customers once every three years for indoor water and/or wastewater use.

You are automatically eligible for this if you are currently enrolled in any of the following programs: Lifeline Communications Program, LIHEAP, Medicaid, SSI, SNAP, TANF, Veteran's and Veteran's Survivor's Pension, and USF.

Universal Affordability Discount

Customers who qualify may receive a discount on their monthly fixed water and/or wastewater service charge and volumetric charge.

- **Water Discount:** For water customers who qualify, there is a tiered discount ranging from 15-60% of the Fixed Service Charge and volumetric Water Charge depending on household income levels. To qualify for this program, customers must be at or below 200% of the FPIG.
- **Wastewater Discount:** For wastewater customers who qualify, there is a tiered discount ranging from 15-60% of the Fixed Service Charge and Volumetric Wastewater Charge depending on household income levels. To qualify for this program, customers must be at or below 200% of the FPIG.



Scan to view the Federal Poverty Income Guidelines

UNIVERSAL AFFORDABILITY DISCOUNT TIERS FOR WATER AND WASTEWATER

Tier	Household Income	Fixed Service Charge Discount	Volumetric Charge Discount
Tier 1	0% - 50% of the FPIG	60%	60%
Tier 2	51% - 100% of the FPIG	45%	45%
Tier 3	101% - 150% of the FPIG	30%	30%
Tier 4	151% - 200% of the FPIG	15%	15%



OTHER PROGRAMS NEW JERSEY AMERICAN WATER OFFERS

- **Budget Billing** helps make managing your cash flow easier by providing predictable monthly payments and avoiding unplanned seasonal spikes.
- **Installment Plans** help to extend the time you have to pay a past due balance.
- **Preferred Due Date** enables eligible customers to adjust their due date.

To see if you are eligible or to enroll in the above programs, visit MyWater at amwater.com/mywater. In the **Payment Assistance** box, click **See All Options**. You can also contact our Customer Service Center.

Payment Assistance

We have various assistance options available to help you pay your bill:

- Budget Billing
- Installment Plan (Pay over time)
- One Time Extension
- Medical Holds
- Preferred Due Date

[See All Options](#)

WATER SAVING TIPS AND TOOLS

We offer tips and tools to help customers save water and money:

- **Leak Detection Kit** to help identify household leaks.
- **Conservation Tips**
- **Water Use Calculator**, which allows you to input water use information specific to your household and offers tips on where you can save water and energy based on that information.

Visit newjerseyamwater.com. Under **Water & Wastewater Information**, select **Detecting Leaks** and **Wise Water Use**.

LEARN MORE ONLINE



- **New Jersey American Water:** Scan the QR code or visit newjerseyamwater.com. Under Customer Service & Billing, select Customer Assistance Programs.
- **SHARES:** www.sharesnation.org

Para obtener información sobre nuestros programas de asistencia a los clientes en español, visite newjerseyamwater.com.

Seleccione Programas de asistencia para clientes en Servicio al cliente y facturación. New Jersey American Water también brinda servicios de traducción al español a través del Servicio al cliente. Llame al 1-800-272-1325.

HOW TO APPLY FOR

New Jersey American Water's H2O Help to Others Program

H2O Help to Others is a bill pay assistance program that provides grants and service discounts for qualified water and/or wastewater customers.



1. Are You Eligible?

To qualify you'll need:

- ➔ An active residential account with New Jersey American Water at your primary residence.
- ➔ A gross monthly household income below 300% of the Federal Poverty Level for grants and 200% for the Universal Affordability Discount.

Use our online tool at www.sharesnation.org to see what type of assistance you may qualify for.



2. Submit Your Application

Visit www.sharesnation.org to submit your application and upload the following docs:

- ➔ ID for all household members
- ➔ Income info for anyone in the household over 18
- ➔ A copy of your water bill



3. Get approved

Once you've applied, you can expect to hear from SHARES by phone or email within 5-7 business days.

If you don't qualify for H2O Help to Others, New Jersey American Water offers other bill pay assistance programs.

FIND OUT MORE:
newjerseyamwater.com/H2Oprogram



MAKE A DIFFERENCE

If you wish to contribute to the program, you can do so by adding a donation to your monthly New Jersey American Water bill (see H2O Help to Others section on page 2 of your bill). We assume all administrative costs for this program, so that every penny you donate goes directly to qualifying customers in need.